

### In This Issue

New on the AFMC Web site:  
Provider Search and Customized  
Directory Tool

UMC Opens New Level 1 Trauma  
Center

Changes to Principal's Health  
Division

Trustmark Affinity Markets  
Offering Plans for Associations

Delta Health Systems New  
Director of Sales

What's NEWs in Healthcare

### How to Contact AFMC

Should you have any questions  
about the information or  
products in this newsletter, or  
would like to learn more about  
AFMC Network Plans or  
Medical Management Services,  
please contact...

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If you have suggestions for  
content or would like to submit  
content for inclusion, please  
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### New Provider Search and Customized Directory Functions on AFMC's Web site!

Summer is officially here! BBQs, swimming pools, and outdoor activities have finally arrived. Along with this arrival, comes a new and exciting feature at AFMC: a major renovation of the Provider Search function and Customized Directory tools on our Web site at [www.azfmc.com](http://www.azfmc.com).

Significantly upgraded from its earlier version, the Provider Search and Custom Directory tools are simpler to use and feature attractive graphics and fonts that enhance legibility. Navigation is also easier and faster saving users valuable time when searching for a physician, specialist, hospital, urgent care, laboratory or any other type of provider/facility in the AFMC provider network.

Changes to the Provider  
Search include:

- The ability to search by plan type and learn about each of AFMC's network plan options;
- Clearly labeled operational steps;
- Continuously visible search criteria;
- A "behind the scenes" cross-walk between specialties for clearer understanding (ex. Otolaryngology, ENT or Ear, Nose and Throat); and
- Searching by distance capability in conjunction with an enhanced mapping function.



#### AFMC Custom Directory

The Customized Provider Directory function has been significantly improved by the implementation of a form that allows a user to select only the information they want in their directory using the "provider", "facility" and "limit by" buttons. In addition, the front matter of the customized directory has been condensed to one page while still including all the information needed to use an AFMC Network Plan effectively.

## Miss an Issue of the *AFMC Advisor*?

Did you miss an issue of the *AFMC Advisor*? They are now available on the AFMC Web site.

Simply log onto [www.azfmc.com](http://www.azfmc.com); click on Broker/Consultant; then click on E-Bulletin.

## How to Use the Customized Directory

1. Log onto AFMC's Web site - [www.azfmc.com](http://www.azfmc.com)
2. Click on the "Custom Directory" link on the left hand side of your page.
3. Click on the Network Plan Type.
4. Select your criteria by including physicians, facilities or both.
5. If the search should be narrowed by County or City click on the appropriate button. If "none" is selected the directory will default to include cities only.
6. To print the directory, click on the printer icon or select "file/print".
7. To save the directory in a printable PDF, click on the save icon or select "file/save as". Remember to save the file in a place that is easily accessible and memorable.

Please Note: To select multiple items in one field, hold down the Shift key (to select consecutive items), or the Control/Command key to select individual items in any order. Depending on the complexity of your selections, it may take up to several minutes for your request to be completed.

To re-start the Custom Directory function, click on the "New Search" button located at the bottom of the page.



## UMC Opens New Level 1 Trauma Center and Emergency Services

On June 16, 2009, University Medical Center (UMC), Tucson, Arizona opened their new comprehensive Level 1 Trauma Center and Emergency Services department.

Located within 40,000 square feet of new space in the northwest quadrant of the hospital campus, their new addition includes dedicated pediatric emergency treatment spaces, diagnostic and therapeutic services. UMC's new trauma center is the only Level 1 in Southern Arizona.

Coinciding with the move on June 16, UMC discontinued operating a distinct Urgent Care area contained within the existing Emergency department. As such, UMC ceased billing for Urgent Care services for patients that arrived on or after June 16. Specifically, UMC discontinued billing with UB revenue code 456 (Urgent Care). Instead, UMC now bills all medically necessary screening and stabilization services with UB Code 450 (Emergency Room), including those services previously considered Urgent Care.

## Health Division of Principal Life Insurance Revising Care Management Procedures

After extensive review of their care management procedures, the Health Division of Principal Life Insurance Company has identified several areas for revision, including the following:

- Utilization management - Their updated processes include increased physician-to-physician interaction on complicated cases, and policies to ensure efficient use of health care resources.
- Helping members manage chronic diseases by using a targeted approach to increase compliance with nationally accepted clinical guidelines.

Principal is communicating their new approach to health care practitioners across the country that saw a significant number of Principal Life members in 2008 in addition to their business partners.

If you would like further information or have questions regarding these changes, please contact Jen Daniel at [Daniel.Jen@principal.com](mailto:Daniel.Jen@principal.com)

## Trustmark Affinity Markets Offering Fully Insured Health Plan to Associations

Trustmark Affinity Markets is offering an exclusive, fully insured health plan to association member employers.

The plan has a number of unique advantages. Member employers join together to benefit from a larger risk pool, which can help lower overall costs. Plus, any excess claim dollars are returned to the association's insurance program, not to the insurance company. These are dollars that can be used to help offset future premium costs.

Other features include:

- Flexible plan choices, including access to AFMC's *PPO:Traditional* Network Plan
- Consumer-directed plans that are easy to setup and administer
- Competitive rates and nationwide access to healthcare providers
- Pharmacy benefits available with every plan
- Built-in value through lab programs, case management services, fraud protection and recovery services
- Exclusive paperless employee enrollment through Express Connect®
- Wellness services including routine physicals and well childcare
- Comprehensive suite of health and wellness management tools through Healthy Foundations® to help maximize the health potential of every plan member
- Additional products available, including life/AD&D and dental insurance, and more

Designed exclusively for associations, this healthcare benefit package from Trustmark Affinity Markets is a smart, easy way to offer employees comprehensive and flexible healthcare benefits at an affordable price.

Products sold or administered by Trustmark Affinity Markets are available generally to businesses with two or more employees, and are underwritten by Trustmark Life Insurance Company or Trustmark Insurance Company, Lake Forest, Illinois. Product availability and/or coverage may vary by state.

For more information regarding program qualifications, contact George Michelic, Account Executive Trustmark Affinity Markets direct 847-283-2041; by e-mail to [gm2@trustmarklife.com](mailto:gm2@trustmarklife.com); or visit their Web site [www.trustmarkaffinitymarkets.com](http://www.trustmarkaffinitymarkets.com)

## Lyle Burns Joins Delta Health Systems as Director of Sales

Lyle Burns has joined Delta Health Systems as Director of Sales overseeing their sales efforts in the Southwest, including Arizona, Nevada, New Mexico and Southern California regions.

Lyle has over 30 years experience in Employee Benefits Sales with 15 years exclusively in TPA services marketing with Fiserv Health. Lyle has a BS in Business from the University of Nebraska and holds the CLU designation. He has worked with consultants and brokers throughout the Western US in delivering the unique services required by each corporate customer. Lyle's commitment to developing quality relationships with consultants and brokers ensures Delta Health Systems mission to "Deliver as Promised" is achieved.

To learn more about Delta Health Systems self-funded health plan management and administration services, contact Lyle at 1-800-422-6099 or [lyle.burns@delapro.com](mailto:lyle.burns@delapro.com)

**About Delta Health Systems:** Delta Health Systems is a national provider of administrative solutions in the benefits industry, specializing in self funded health plan administration and management. Their commitment to superior service and detailed data analysis provide their clients with the tools they need to meet the need of their employees and manage the costs of their plans.

## What's NEWs in Healthcare from around the Country...

### Process Begins to Define "Meaningful Use" of Electronic Health Records

#### *Important First Step to Expand the Use of Information Technology to Improve the Health and Care of Every American*

Building on the historic \$19 billion investment provided through the American Recovery and Reinvestment Act of 2009 (Recovery Act), efforts continue to further the national adoption and implementation of health information technology (HIT) -- an essential tool to modernize the health care system and bring about improved health for all Americans.

The Health Information Technology (HIT) Policy Committee, a Federal Advisory Committee (FACA) to the U.S. Department of Health and Human Services (HHS), met June 16 to begin the process of defining "meaningful use" of electronic health records (EHRs). This meeting is a first step for the department, as it investigates possible definitions for meaningful use.

"We are moving fast to achieve the President's goal to improve the health and well-being of every American through the on-going use of health information technology," stated HHS' National Coordinator for Health Information Technology David Blumenthal, M.D., M.P.P. "The work of the policy committee is a first step toward assuring that technology -- the electronic health record -- is used in a meaningful way to provide better patient care."

The Recovery Act provides Medicare and Medicaid incentive payments to eligible providers, such as physicians and hospitals, in order to increase the adoption of EHRs. To receive the incentive payments, providers must demonstrate "meaningful use" of a certified EHR. Building upon the work done by the HIT Policy Committee, the Centers for Medicare & Medicaid Services (CMS), along with the Office of the National Coordinator for Health Information Technology (ONC), will be developing a proposed rule that provides greater detail on the incentive program and proposes a definition of meaningful use. CMS expects to issue the proposed rule in late 2009, which will be followed by a comment period.

The recommendations discussed represent extensive work by the Committee's Meaningful Use Workgroup to review and evaluate diverse ideas and contributions from Workgroup members along with information from a public hearing on meaningful use convened in April by the National Committee on Vital and Health Statistics (NCVHS). The NCVHS hearing brought together key healthcare and information technology stakeholder groups. The workgroup also reviewed written comments from additional

diverse stakeholders.

"The workgroup's recommendations demonstrate the breadth of meaningful use and the linkage of use to individual care and population health outcomes," stated Dr. Blumenthal. "ONC and CMS recognize that achieving meaningful use will not be easy, but it is a journey we must take if we are to improve care through the use of EHRs."

To view all materials from this meeting and to learn more about Health IT visit: <http://healthit.hhs.gov>

For information specific to the CMS EHR incentive program, visit <http://cms.hhs.gov/Recovery/>

Note: All HHS press releases, fact sheets and other press materials are available at <http://www.hhs.gov/news>

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